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**LOCAL EXCHANGE SERVICE**

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**LOCAL EXCHANGE SERVICE**

**I. DESCRIPTION OF OPERATIONS**

Hopi Telecommunications, Inc. (Hopi or the Company) is a wholly Tribally-owned corporation. The Company provides telecommunications services within the boundaries of its serving area, Hopi Tribe Reservation and surrounding areas in Arizona.

Hopi provides one-party service throughout its service area, which includes the following exchanges:

<u>Exchange</u>	<u>(NPA-NXX)</u>	<u>Local Calling Scope</u>
Keams Canyon	928-738	Kykotsmovi Village (928-734) Polacca (928-737)
Kykotsmovi Village	928-734	Keams Canyon (928-738) Polacca (928-737)
Polacca	928-737	Keams Canyon (928-738) Kykotsmovi Village (928-734)

All rules, regulations and rates of Hopi Telecommunications, Inc. apply to Hopi's service area unless otherwise specifically noted in this Tariff.

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**II. APPLICATION OF RATES**

The rates and charges listed in this section apply to Local Exchange Service provided by the Company in its service area.

The local exchange service rates and charges specified in this section are for Basic Local Exchange Service and facilities only. Rates and charges for ancillary services and facilities not specified in this section are presented in other sections of this Tariff.

Unless otherwise specified, the rates and charges quoted in this section are for a minimum contract period of one month. These rates and charges are payable in advance and provide unlimited flat-rate calling within the local calling area.

Local access trunks may be required for local access connections terminating in, or for use with, some types of customer-provided equipment.

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**LOCAL EXCHANGE SERVICE**

**III. SCHEDULE OF RATES AND CHARGES <sup>(1)</sup><sup>(2)</sup>**

**A. Residence Monthly Local Exchange Access Line Rates**

	<u>Monthly Rate</u>
Residence Local Exchange Access Line	\$4.50

**B. Business Monthly Local Exchange Access Line Rates**

	<u>Monthly Rate</u>
Business Local Exchange Access Line	\$8.50
Key System Trunk	\$9.75
PBX Trunk	\$14.63

<sup>(1)</sup> Applicable Service Charges are set forth in Section 2 of this Tariff.

<sup>(2)</sup> Rates for Access Line Service do not include a charge for an instrument or other customer premises equipment.

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**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM**

**A. General**

1. The Enhanced Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers. Because all of the Company's customers live on the Hopi reservation, any customer eligible for Lifeline will receive enhanced reductions in accordance with FCC Rules.
2. A qualifying low-income customer subscribing to the Enhanced Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate and federal subscriber line charge.
3. Nothing in this section shall prohibit a customer who is otherwise eligible for the Enhanced Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
4. The Enhanced Lifeline Program rate reductions do not apply to long distance service, 976 and other information related telecommunications services, tone dialing, custom calling features, or other ancillary services which may or may not be tariffed. Customers may obtain these services, where available, at their discretion.
5. The Enhanced Lifeline Program rate reductions do not apply to service connection charges; however, customers eligible for the Expanded Link-Up America Program will receive reductions on applicable service connection charges as provided in Section 2 of this tariff.
6. A customer eligible for the Enhanced Lifeline Program is automatically eligible for the Expanded Link-Up America Program. However, a customer may qualify and receive assistance under the Expanded Link-Up America Program independently of the Enhanced Lifeline Program.

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**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**A. General (Continued)**

7. The Company may not disconnect the service of a Enhanced Lifeline Program customer for the non-payment of toll charges. However, the Company reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Company will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Company shall remove mandatory toll blocking at the customer's request.
8. Upon subscribing to the Enhanced Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking upon initial subscription to the Enhanced Lifeline Program.
9. Enhanced Lifeline Program rate reductions will not be available on a retroactive basis.

**B. Designated Enhanced Lifeline Program Services**

The Company shall offer the following services or functionalities defined to be qualified, or designated, Enhanced Lifeline Program services:

1. Single party service
2. Local usage
3. Voice-grade access to the public network
4. Dual tone multifrequency (DTMF) signaling or its functional equivalent
5. Access to emergency services
6. Access to operator services
7. Access to interexchange services
8. Access to directory assistance services
9. Toll blocking service

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**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirements**

1. Qualifying Low-income (Eligible) Customer Criteria

The Enhanced Lifeline Program rate reductions will be provided per eligible customer. An eligible customer shall be defined as an individual who participates in one of the following programs or whose annual household income is at or below 135% of the Federal Poverty Guidelines:

- a. Medicaid
- b. Food Stamps
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (Section 8)
- e. Low-Income Home Energy Assistance Program (LIHEAP)
- f. Temporary Assistance for Needy Families (TANF)
- g. National School Lunch – Free Lunch Program (NSL)
- h. Bureau of Indian Affairs (BIA) general assistance
- i. Head Start (if income eligible)

2. Obligations of the Customer

- a. A current customer of the Company may apply for the Enhanced Lifeline Program by obtaining an application form from the Company.
- b. A customer who is eligible for the Enhanced Lifeline Program shall be responsible for initiating a request for the Enhanced Lifeline Program from the Company.

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**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirements (Continued)**

**2. Obligations of the Customer (Continued)**

- c. Prior to implementation of the Enhanced Lifeline Program, the Company shall require the eligible customer to sign a document certifying, under penalty of perjury, that:
- (1) The customer receives benefits from at least one of the programs previously identified in this subsection and the identity of the specific program(s); or
  - (2) the customer's income is at or below 135% of the Federal Poverty Guidelines. The number of individuals in the household must be given.
  - (3) the customer agrees to notify the Company if the customer ceases to participate in the identified program(s).
  - (4) the customer resides on the Hopi reservation.
- d. Customers whose annual household income is at or below 135% of the federal poverty guidelines but do not receive benefits under any of the programs listed in subsection c(1) shall self-certify with the Company for Lifeline Program benefits. The self-certification form must be accompanied by supporting documentation at enrollment time. Supporting documentation includes, but is not limited to, prior year's federal, state, or tribal tax returns, current income statements from employer, paycheck stub, social security statement of benefits, federal or tribal notice letter of participation in General Assistance, and retirement/pension statement of benefits. If the documentation does not cover a full year, such as paycheck stubs, three consecutive months of the same documentation from within the same calendar year is required.

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**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirements (Continued)**

3. Enhanced Lifeline Program customers will lose their Enhanced Lifeline Program eligibility once they cease to participate in one of the identified, qualified programs and reduced billing under the Enhanced Lifeline Program will be terminated.

**D. Deposit and Credit Requirements**

1. The Company shall be prohibited from charging a service deposit in order to initiate the Enhanced Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
2. The Company may charge a service deposit if the eligible customer denies subscription to toll blocking upon subscribing to the Enhanced Lifeline Program.
3. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers for the Enhanced Lifeline Program.

**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**E. Service Connection Charges**

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Enhanced Lifeline Program.
2. Service connection charges do apply when:
  - a. Existing eligible customers requesting additional non-qualifying services at the time Enhanced Lifeline Program reduced billing is initiated.
  - b. New customers (those without existing local exchange access service) eligible for the Enhanced Lifeline Program and establishing qualifying service.
  - c. Any subsequent moves or changes after initial connection to the Enhanced Lifeline Program.
3. In instances where service connection charges apply, customers qualifying for the Enhanced Lifeline Program automatically qualify for the Expanded Link-Up America Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 2 of this tariff.
4. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

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**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**F. Enhanced Lifeline Program Rate Reduction**

1. Implementation

In instances where the customer makes direct inquiries regarding participation in the Enhanced Lifeline Program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Enhanced Lifeline Program.

a. If the eligible customer's existing telephone service arrangements meet the Enhanced Lifeline Program criteria, the Company shall provide reduced billing as indicated above.

b. If the eligible customer's existing telephone service arrangements do not meet the Enhanced Lifeline Program criteria, the Company shall advise the eligible customer by direct mail:

(1) The changes necessary to satisfy the Enhanced Lifeline Program criteria;

(2) The waiver of service connection charges for changes in the eligible customer's telephone service arrangements in order to qualify for the Enhanced Lifeline Program or the transfer of the account to the Enhanced Lifeline Program;

(3) If the eligible customer chooses not to make the necessary changes to their telephone service arrangements, the eligible customer will not receive reduced billing for the Enhanced Lifeline Program; and

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**LOCAL EXCHANGE SERVICE**

**IV. ENHANCED LIFELINE PROGRAM (Continued)**

**F. Enhanced Lifeline Program Rate Reduction (Continued)**

1. Implementation (Continued)

b. If the eligible customer's existing telephone service arrangements do not meet the Enhanced Lifeline Program criteria, the Company shall advise the eligible customer by direct mail: (Continued)

(4) If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing for the Enhanced Lifeline Program at the time the change is effective or at the time new service is established.

2. Amounts

The Company shall apply Enhanced Lifeline Program rate reductions, per eligible customer, as described below. In no event shall the monthly residential local exchange access line rate for the eligible customer be reduced below \$1.00.

	<u>Monthly Rate Reduction</u>
1. Waiver of Federal Subscriber Line Charge (End User Common Line Charge)	As specified in NECA Tariff FCC No. 5 Section 17.1.2
2. Federal Non-Matching Reduction to Residential Local Exchange Access Line Rate	\$1.75
3. An additional federal reduction to the residential local exchange rate per eligible customer whose primary residence is on the Hopi reservation	\$25.00 Maximum

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**V. LOCAL SERVICE PACKAGES**

The Company offers certain services together in a package, providing discounts over the cost of purchasing the services individually. Available package(s) and rates are specified below. Package(s) may not be available in certain areas due to technical constraints.

	<u>Monthly Rate</u> <sup>(1)</sup>	
	<u>Residence</u>	<u>Business</u>
<b>HOPI ADVANTAGE PACKAGE</b>	\$11.50	\$16.50
- Two Local Exchange Lines with Tone Dialing on both lines		
- Optional Services – Pick Any or All Services		
Anonymous Call Rejection		
Call Forwarding		
Call Forward Busy		
Call Forward No Answer		
Call Forward – Remote Activation		
Call Return		
Call Transfer Disconnect		
Call Waiting Deluxe		
Call Waiting Display		
Call Waiting ID		
Call Waiting/Cancel Call Waiting		
Caller ID Name and Number		
Distinctive Ringing		
Home Intercom		
Long Distance Alert		
Privacy Protector		
Repeat Dial		
Selective Call Acceptance		
Selective Call Forwarding		
Selective Call Rejection		
Speed Calling (8 codes or 30 codes)		
Three-Way Calling		

<sup>(1)</sup> Rates do not include applicable taxes and surcharges